

BIOSOLIDS EMS MANUAL

ELEMENT 6.0

PUBLIC PARTICIPATION IN PLANNING



REVISION	EFFECTIVE DATE	APPROVAL SIGNATURE
10	August 01, 2016	

PURPOSE

The purpose of this procedure is to establish proactive public involvement in the planning process, including input into biosolids program performance improvements and third party verification process.

SCOPE

This procedure applies to all the organization's biosolids public outreach and education programs for the Biosolids beneficial reuse/recycling program at the Village Creek Water Reclamation Facility.

KEY WORDS

- Biosolids Public Acceptance Requirements
- Biosolids Value Chain
- Interested Parties
- Public Education
- Public Participation
- Business Plan

RESPONSIBILITY

The Biosolids EMS Manager, the Biosolids Contractor and the entire EMS Management Team and Village Creek Water Reclamation Facility staff are responsible for promoting the beneficial reuse/recycling of biosolids produced by the Fort Worth Water Department's Biosolids Program through various educational public outreach resources.

PROCEDURE

The City of Fort Worth, the Water Department, Village Creek Water Reclamation Facility, the Biosolids Contractor, and the City's other Contractors and Vendors all encourage public involvement in the planning and implementation of the biosolids program.

The procedures and educational programs described in this Element target the following identified interested parties:

- VCWRF customers and users
- Biosolids Customers - Farmers, Ranchers, Tree Farm, etc.
- Other stakeholders and interested parties – Audubon Society, Agricultural Extension Agencies, adjacent neighbors to sites, adjacent County officials, etc.
- Regulators – EPA and TCEQ (State)
- Future Customers

Before any new biosolids public participation plan is established, the EMS Management Team evaluates similar programs in other areas and any past programs of the same type to determine the program's viability.

Information/Complaint Requests

The City and the Biosolids Contractor (Renda Environmental Inc.) field comments, complaints, and questions concerning different aspects of the biosolids process on a daily basis. These communications from the general public may come in the form of telephone calls, letters, or emails.

BIOSOLIDS EMS MANUAL

ELEMENT 6.0

PUBLIC PARTICIPATION IN PLANNING



The City and Renda Environmental Inc. address biosolids information/complaint issues as rapidly as they can, usually in the same day.

If the correspondence warrants changes in operation methods, operation procedures, or biosolids policy, the EMS Management Team weighs the severity of the request and takes the appropriate action. First, if the request or resulting action affects a contractor's activity, the City and Contractor will discuss the necessary action needed to resolve the request. Requests, such as odor complaints during biosolids application, can be resolved by adjusting time periods, field activities, etc. until favorable conditions, such as weather, exist. If the request cannot be addressed in this manner, the City's and the Contractor's management teams determine the necessary action.

Both the City and its Biosolids Contractor keep communication logs documenting the public's information requests and the action taken. These information requests and corrective actions are also discussed in regular project progress meetings between the City and the Biosolids Contractor and documented in the meeting minutes.

Appendix 9.1 in Element 9.0 provides procedures used to respond to complaints and requests for information pertaining to the Biosolids Program. SOPs BSLD 07.001 and BSLD 07.002 provide additional detail on how to handle complaints. The EMS Management Team also looks for trends in the correspondence that they receive to identify areas that can be improved. They then use the information gained to generate goals and objectives from the information as discussed in Element 5.0

Public Participation Activities

Each public participation activity is a chance for the EMS Management Team to gather ideas, listen to suggestions and answer questions by the public. The EMS Team uses these activities as an opportunity to add fresh ideas to the Goals and Objectives (Element 5a) table and other improvement to the biosolids program. Some potential public participation events and informational tools are summarized below. It is important to note that this list does not attempt to be all-inclusive.

Notification of Land Application Activities

Before land application is to begin at a certain beneficial use site, the City will notify the site's local officials (i.e. county commissioners, nearby city representatives) when the projected start date is, an estimated completion date and contact information local officials may direct questions regarding land application activities. Refer to SOP-BSLD 02.001 for notification procedures.

Public Participation Activities

- **Public Meetings/Presentations**

These events are conducted by City or Contractor staff on an as-needed or requested basis. In the past, presentations have been given to Ranchers Associations, civic groups, and gardening groups. Each meeting or presentation is recorded utilizing the Biosolids Public Outreach Event Log (see attached sheet) and filed in the Public Outreach Activities binder located in the office of the EMS Coordinator.

- **Facility Tours**

Village Creek WRF and the Biosolids Contractor offer tours of their facilities to the public upon request. These tours can be catered to a specific group (i.e. recycling agency) and/or a specific age-group (i.e. 5th graders). A monthly summary of tours conducted by Village Creek WRF staff is filed in the Public Outreach Activities binder located in the office of the EMS Coordinator. Biosolids feedback/comments are noted on the summary sheets.

BIOSOLIDS EMS MANUAL

ELEMENT 6.0

PUBLIC PARTICIPATION IN PLANNING



- **Speakers Bureau**

The Water Department has organized a “Speakers Bureau” to provide educational information on a number of topics including wastewater, biosolids and drinking water. The public can make a request for a speaker on a specific topic utilizing the Water Department’s website: <http://fortworthtexas.gov/water/education/speakers-bureau/> and completing the request form found here <https://cityoffortworth.wufoo.com/forms/request-a-speaker/>

Brochures/Pamphlets/Handouts

The City, Water Department, Village Creek WRF and the Biosolids Contractor have all developed individual and joint informational brochures/pamphlets. A brochure has been developed pertaining specifically to biosolids (see attached informational literature). In addition, a Frequently Asked Questions (FAQ) handout has been developed to distribute at land application sites via infotubes attached to land application signs or other events. All brochures/pamphlets are available for distribution to the public.

Regulators

The Biosolids Program shall take appropriate steps to maintain effective communication between itself and federal, state, and local regulators. This includes gathering input from regulators on issues associated with the biosolids program.

Event Summary

All event participation is recorded in the Public Outreach Activities binder which is located in the office of the EMS Coordinator. Prospective biosolids participation in various public activities, as well as, internal activities is listed below. The frequency of biosolids/EMS information at each individual activity is listed in the right hand column. This list is not all encompassing nor will all of the items on the list be conducted each year. An annual summary of public participation activities will be filed in the Public Outreach Activities binder.

Activity	Audience	Frequency of biosolids Information
City Page--Fort Worth Star Telegram	Public	As needed
CFW Water Bill insert	Public	Annually
Pretreatment Newsletter	Public	Annually
Pretreatment Industry Awards	Public	Annually
County Newspapers	Public	As needed
VC Safety Meetings	Internal	Semi-annually
Biosolids Newsletter	Internal	Semi-annually

Audit Notification

The City shall provide notification to interested parties of upcoming interim and verification EMS audits. Notification methods shall include:

- **City Website**

The Water Department website maintains relevant information on the biosolids program, including annual performance reports and audit reports. The website shall also include relevant information on upcoming interim and verification audits.

- **Landowners, Interested Parties, and Regulators**

The City shall notify landowners and local officials of upcoming interim and verification audits. The notification may be done by email or letter. In addition, state and federal regulators may be notified via email of upcoming audits.

BIOSOLIDS EMS MANUAL

ELEMENT 6.0

PUBLIC PARTICIPATION IN PLANNING



Pollution Prevention Programs

The Pretreatment Services Division and other City departments provide operational support for an extensive series of programs that promote Pollution Prevention among industrial, commercial and residential users. These programs include:

- **Surveys, Permit Applications and Inspections**
The City uses these tools to evaluate their customers and present pollution prevention opportunities to them.
- **Information Clearinghouse** This program provides information on a variety of pollution prevention opportunities for the City's Significant Industrial Users and other interested parties. The information includes surveys, permit applications and inspections, EPA Pollution Prevention Guidance manuals for specific industry types, case studies, websites, and videos. Referrals are also made to the Clean Star program and the TCEQ Office of Small Business and Local Government Assistance.
- **Pretreatment/Pollution Prevention Inspection Pilot**
This training program incorporates pollution prevention as part of the annual Significant Industrial User pretreatment inspections. This program was jointly developed by Pretreatment Services Division and TCEQ.
- **Pollution Prevention Award Program**
The Pretreatment Services Division recognizes industries for significant achievements in pollution prevention each year.

Environmental Collection Center

The City encourages its residents and residents of more than 20 participating cities to bring household hazardous wastes to its collection center located in east Fort Worth. The City recycles any useable items (grease, paint, metals etc.) rather than disposing of them, which reduces cost and waste.

Pesticide Education Program

In response to increased biotoxicity of influent entering VCWRF in the late 1980s and early 1990s, the City implemented this extensive education campaign to reduce diazinon levels from non-point sources. Since its inception, the Pesticide Education Program has been expanded to all pesticides. Several entities, including the Texas Agri-Life, retail stores, licensed pesticide applicators, and garden centers partner with the City in this program. In order to reach the diverse audience, the program uses brochures, news releases, least toxic alternative guidelines and youth presentations.

REFERENCES

- BMP Guidance Manual: <http://www.wef.org/Biosolids/page.aspx?id=7733>
- Code of Good Practice, (NBP): <http://www.wef.org/Biosolids/page.aspx?id=7733>
- Manual of Good Practice for Biosolids, (NBP): <http://www.wef.org/Biosolids/page.aspx?id=7733>
- City of Fort Worth Water Department Business Plan Latest Edition, City of Fort Worth Water Department.
- City of Fort Worth Water Department Mission Statement
- Public Outreach Feedback Evaluation Form

BIOSOLIDS EMS MANUAL

ELEMENT 6.0

PUBLIC PARTICIPATION IN PLANNING



EMS Cross References:

- Element 2.0 Biosolids Management Policy
- Element 3.0 Critical Control Points
- Element 4.0 Legal and Other Requirements
- Element 6.0 Public Participation in Planning
- Element 7.0 Roles and Responsibilities
- Element 13.0 Monitoring and Measurement
- Element 16.0 Internal EMS Audit
- Element 17.0 Periodic Management Review of Performance

ATTACHMENTS

- Biosolids FAQ
- Tour Survey
- Biosolids Brochure
- VC Tour Handout
- Biosolids Public Outreach Event Log
- Public Outreach Feedback Evaluation Form
- Notification of Land Application to Local Officials Form

REVISION HISTORY

Revision #	Date	Revision Description
10	08/01/2016	Merged element to new format
09	10/06/2014	Updated links, referenced BSLD 02.001 SOP, updated attachments
08	01/06/2014	Include criteria for input from regulators.
07	08/05/2013	Updated public participation activities table, added audit notification procedure, added notification to local officials procedure, updated references, created attachments list
06	08/11/2011	Updates to public participation and typographical errors
05	01/07/2011	Update outreach procedures
04	05/15/2008	Audit (YR2) 2007
03	06/29/2007	Audit (YR1) 2006
02	11/29/2004	2004 Issue
01	10/01/2004	Approval Draft
SR	01/30/2004	Issued for Status Review